General FAQ's

1. Why am I taken to the top of the screen every time I enter new information?

2. Why can I not use the "Back" button in Egrants?

3. Is it possible to weed out past grants when searching for a grant number? It would be nice to be able to search only open/approved grants, rather than all grants under a particular recipient.

4. How do I proceed if I am having difficulty getting into Egrants after the initial training?

5. I find that I am listed as a contact person for several grants not belonging to my area. What should I do?

6. I would like to be able to edit entered responses using spell check without having to cut and paste the various sections into Egrants from WORD. Any suggestions?

7. When I receive an issue or comment am I required to respond to it or to just go in to the Egrants system and correct whatever needs addressed?

8. Our agency needs more than a few days to respond to a funding announcement. Would it be possible to schedule at the beginning of the calendar year so we can plan for when each grant is due?

9. What can be done to improve Egrants? We find the operation of the Web site not very intuitive.

10. How can I be certain that changes made to my application/report are actually changed?

11. How can I be certain that changes made to my application/report are actually returned to ICJI?

12. What can I do when I experience a freeze-up or am unable to login to Egrants?

13. Are more regional/local Egrants trainings planned?

14. Why can I not print applications or reports?

15. Could reminders be sent when forms, audit plans and other reports are due?

16. What Is Egrants?

17. What is the Egrants Web site address?

- **1. Why am I taken to the top of the screen every time I enter new information?**
  Developer is aware of this issue and is looking into a plausible technical solution

- **2. Why can I not use the "Back" button in Egrants?**
  By using a "back" button, data entered could be lost. Instead, try using the "Cancel" button to go back one screen.

- **3. Is it possible to weed out past grants when searching for a grant number? It would be nice to be able to search only open/approved grants, rather than all grants under a particular recipient.**
  Developer is working on the development of search criteria that addresses this request. In the meantime, "Quick Links" are available to quickly select "In Process" and "Awarded" grants.

- **4. How do I proceed if I am having difficulty getting into Egrants after the initial training?**
  Call the Egrants Help Desk when this occurs at (317) 234-HELP, or (800) 382-1095.

- **5. I find that I am listed as a contact person for several grants not belonging to my area. What should I do?**
  Call the Egrants Help Desk when this occurs at (317) 234-HELP, or (800) 382-1095.

- **6. I would like to be able to edit entered responses using spell check without having to cut and paste the various sections into Egrants from WORD. Any suggestions?**
  This can easily be accomplished on the user's end. There are low-cost tools, i.e. Jspell that you can install on your browser that will allow you to use spell check for any web site. There is no intent by the developer to add this functionality at this time

- **7. When I receive an issue or comment, am I required to respond or go into the Egrants system and correct whatever needs to be addressed?**
  It should be noted in the issue/comment you receive as to whether you need to respond or just make a correction or both. If you do have a question, please contact the ICJI staff person who communicated the issue/comment to you.

- **8. Our agency needs more than a few days to respond to a funding announcement. Would it be possible to schedule at the beginning of the calendar year so we can plan for when each grant is due?**
  Generally speaking, funding announcements are posted 4-6 weeks prior to the date applications are required for submission. It is suggested that External Users make it a practice to check http://www.in.gov/cji often for new funding opportunities

- **9. What can be done to improve Egrants? We find the operation of the Web site not very intuitive.**
  We review and consider all requests. Please submit any specific requests to
  CJIHelpDesk@cji.in.gov

- **10. How can I be certain that changes made to my application/report are actually changed?**
  Whenever you make changes to an application/report, make sure to "Save" your work. You can assure yourself the changes were made by closing out of Egrants and logging back in and checking to make sure the changes are still there.

- **11. How can I be certain that changes made to my application/report are actually returned to ICJI?**
  By checking the "Status" of the grant, you can tell if the grant, in the case of an application, is still in an "Open-Returned" status or if the grant was sent back to ICJI as "Open-Received." In the case of a report, check the status to see if it is in a "Draft" status, which means it has not been returned or in a "Submitted" status, which means that it has been returned.

- **12. What can I do when I experience a freeze-up or am unable to login to Egrants?**
  Call the Egrants Help Desk when this occurs at (317) 234-HELP, or (800) 382-1095.

- **13. Are there regional/local Egrants training?**
  No. At this point, there are no additional trainings planned. We are encouraging the use of our website http://www.in.gov/cji/, which contains documents and webinars that walk you through the various processes in Egrants.

- **14. Why can I not print applications or reports?**
  The ability to print applications or reports exists within Egrants. Look for the printer image icon while working in Egrants. For further information, consult the following Quick Start Guides:

- - **Application Processing Quick Start Guide**
  - **Input Quarterly Subgrantee Fiscal Report Quick Start Guide**
  - **Input Program Report Quick Start Guide**
  - **Input Inventory Report Quick Start Guide**

- **15. Could reminders be sent when forms, audit plans and other reports are due?**
  Reminders via Work Manager are operational within Egrants. Audit Plans are no longer done and the EEOP Certification Form is completed within Egrants as part of the application.

- **16. What Is Egrants?**
  Egrants is an electronic, online application processing system that manages all phases of the grant from response through closure

- **17. What is the Egrants Web site address?**
  The Egrants Web site address is **Egrants.cji.in.gov**

- **18. What resources are available to help me with Egrants?**
  Go to our website http://www.in.gov/cji

- **19. If I have a question/problem that I don't see in Frequently Asked Questions, what should I do? How can I talk to someone about the question/problem I am having?**

  If you cannot find the answer to your question/problem in Frequently Asked Questions, review other resources available to you such as the **Egrants Quick Start Guides**.

  - If you still cannot find the answer to your question/problem, please determine whom you should contact by the nature of your question/problem as follows:
  - If you have a question of a fiscal nature, contact the fiscal staff person indicated on the Funding Announcement or the Main Summary page of the Application that you create.
  - If you have a programmatic question, contact the programmatic staff person also indicated on the Funding Announcement and the Main Summary page of the Application that you create.
  - To help maximize the availability of technical assistance for all subgrantees, the following contact should be used only if you have a technical question: the ICJI Egrants Help Desk at (317) 234-HELP, or (800) 382-1095.

- **20. What is the Egrants Support email address?**
  You can email questions and concerns to the email address for Egrants Support at...
  CJIHelpDesk@cji.in.gov

  [top](#)